



## **Government Card Services Year 2000 Readiness**

Bank of America has been planning and working to prepare all systems for the year 2000 since 1995. We have met our June 30, 1999 goal for testing processes and technology, and we have met federal regulatory requirements. This document has been prepared to provide you with information regarding our readiness and our Business Continuity Plans around Account Use and EAGLS<sup>SM</sup> Access.

### **1. Business Continuity Plan – Government Card Products**

In the event that a customer encounters a problem using their card, they should call the Customer Service number printed on the back of their card. The customer service agent will research the issue and report the problem to the appropriate problem resolution area. They will follow specific procedures to assist the customer with a transaction or by directing the customer to a location where they can obtain emergency cash.

Additional customer support personnel as well as additional on-site support from Visa®, MasterCard®, Merchant Services, Total System, and EAGLS Development will be available.

### **2. Business Continuity Plan –EAGLS**

If a user is unable to access EAGLS there are continuity plans for both online access and reporting:

#### **Online Access**

Some of the reasons that online access might not function properly include:

- The Internet is not available.
- The EAGLS application is experiencing down time.
- The EAGLS application is accessible but not functioning properly.
- The EAGLS application is not accessible at some sites.
- Total System (TSYS) is not available, thus impacting real-time updates via EAGLS.
- Both TSYS and EAGLS are not available.

**Agency A/OPC Action:** If the Internet is available, check the Technical Help Desk (THD) web site at [www.gcsuthd.bankofamerica.com](http://www.gcsuthd.bankofamerica.com) for the latest outage information. To report a problem, contact the THD. If data maintenance is needed, contact the THD. The THD will handle EAGLS updates, and for TSYS items, they will put the caller in contact with the proper customer service representative to handle their request.

## **Reporting - Online**

Some of the reasons that reports might not be available include:

- The Internet is not available.
- The EAGLS application is not accessible.
- The EAGLS reporting tool (Crystal) is not available.

**Agency Action:** If the Internet is available, check the Technical Help Desk (THD) web site at [www.gcsuthd.bankofamerica.com](http://www.gcsuthd.bankofamerica.com) for the latest outage information. To report a problem, contact the THD. The THD will notify the EAGLS reports team so that arrangements can be made for delivery of business critical paper reports. The THD will request a contact name and address in preparation for distribution of business critical paper reports.

## **Reporting - Paper**

Some of the reasons that reports might not be available include:

- The EAGLS application data is not accessible.
- The reports do not reach their destination point.

**Agency Action:** If the Internet is available, check the Technical Help Desk (THD) web site at [www.gcsuthd.bankofamerica.com](http://www.gcsuthd.bankofamerica.com) for the latest outage information. To report a problem, contact the THD. The THD will notify the EAGLS reports team so that arrangements can be made to allow users to generate online reports. Another option (for business critical reports only) is to request that the EAGLS support team generate paper reporting via the online reporting system and forward to your agency. In this scenario, the THD will request a contact name and address in preparation for distribution of paper reports.

## **3. Early Detection**

Bank of America will be testing activities and procedures during the first day of the New Year. Any issues identified during the Early Detection phase will enable Bank of America associates to inform customers of known issues and allow problem resolution areas to begin correcting problems immediately.

## **4. EAGLS Browser Requirements**

It is important that we are able to distinguish issues or problems which may be caused by the turn of the century date change, from other items which are not year 2000 related. To do so we want to remind you of the hardware and software requirements to successfully run EAGLS.

The minimum requirements for running EAGLS, as specified in the EAGLS User's Manual, are:

- A computer running Windows 95 or above, or Windows NT
- Internet Explorer 3.02 or above, or Netscape 3.04 or above
- 28.8 kpbs modem or LAN/WAN access

The following are some specifics to explain what is necessary for a computer to run Windows 95 or Windows NT:

#### Windows 95

- 486 Processor or better (Pentium recommended)
- 8 MB of RAM
- 40 MB of Additional Hard Disk Space

#### Windows NT

- 486 Processor or better (Pentium recommended)
- 12 MB of RAM
- 90 MB of Additional Hard Disk Space

#### Netscape 3.04 (Netscape 4.x or better recommended)

- 486 with 33 MHZ Processor

#### Internet Explorer 3.02 (Internet Explorer 4.x or better recommended)

- 486 with 33 MHZ Processor

### **5. Communication Plan**

<b><u>Communication</u></b>	<b><u>Audience</u></b>	<b><u>Medium</u></b>	<b><u>Timing</u></b>
<ul style="list-style-type: none"><li>• Confirmation of Continuity Plan including the information contained in this document.</li></ul>	<ul style="list-style-type: none"><li>• A/OPCs</li></ul>	<ul style="list-style-type: none"><li>• Program Update</li><li>• Website</li><li>• Newsletter</li></ul>	<ul style="list-style-type: none"><li>• November and December</li></ul>
<ul style="list-style-type: none"><li>• Affirmation of Bank of America Y2K readiness</li></ul>	<ul style="list-style-type: none"><li>• Account holders</li></ul>	<ul style="list-style-type: none"><li>• Statement insert</li></ul>	<ul style="list-style-type: none"><li>• November and December billing cycles</li></ul>